**Lead Care Coordinator**
**Performance-based Interview**

**SUMMARY SHEET**

(medical center name)

Date:_____         Applicant:_____

Interviewers Signatures:                                   Scores:

_____                    [_____]

_____                    [_____]

_____                    [_____]

_____                    [_____]

Total Points:      [_____]

Comments:

# Lead Care Coordinator
## Performance-based Interview

## SCORING SHEET

(medical center name)


Date:_____            Applicant:_____

Interviewer Name (print):_____

Signature: _____        Score: [_____]


Comments:

## <u>SCORING GUIDELINES</u>

Score each question as -1, 0, 1, or 2 by checking the appropriate column; according to the following criteria:

(-1)    Any response that the interviewer feels is incorrect, or does not properly address the question.

(0)     Any response that is neutral, being neither correct nor incorrect.

(1)     A correct response that covers some but not all key points.

(2)     A response that covers all key points of the question.

| Questions/Situations | Key Points | Scores Y the appropriate box | | | |
|---|---|:---:|:---:|:---:|:---:|
| | | **-1** | **0** | **+1** | **+2** |
| 1. Why are you applying for this position? | •Initiative.<br>•Goal setting.<br>•Professional growth. | | | | |
| 2. What skills do you have that would be an asset for leading a care coordination & innovative technology program such as this one? | •Personal mastery<br>•Technical skills<br>•Leadership skills | | | | |
| 3. You have a care coordinator who is not performing up to standards. How would you handle this situation? | •Leadership skills<br>•Organizational stewardship<br>•Systems thinking<br>•Communication | | | | |
| 4. You are coming in to the Care Coordination Program as a novice in terms of knowing the program and how it works. All other staff has more knowledge about this than you but you will be the leader. How will you handle this?<br>(OR)<br>You have been working with staff in a more peer-to-peer relationship, now you will be the supervisor, how will you handle this role change? | •Self-awareness<br>•Personal mastery<br>•Team building skills | | | | |
| 5. Describe one of your most difficult experiences in supervising another person? What did you learn from it? | •Problem-solving skills<br>•Continuous improvement<br>•Personal mastery | | | | |
| | **PAGE SCORE:** | | | | |

| Questions/Situations | Key Points | Scores Y the appropriate box | | | |
|---|---|---|---|---|---|
| | | -1 | 0 | +1 | +2 |
| 6. Give an example of when you had to motivate or convince staff to accept something that was a big change for them? | •Negotiation Skills<br>•Conflict resolution skills | | | | |
| 7. Can you explain what your style of management and communicating with staff is? | •Interpersonal skills<br>•Communication skills<br>•Leadership skills | | | | |
| 8. When do you think it is appropriate to give feedback to staff? | •Communication skills<br>•Teamwork skills | | | | |
| 9. In your current position how do you personally contribute to making it a team-environment? | •Customer Service<br>•Teamwork skills<br>•Negotiation skills | | | | |
| 10. The care coordinator role is non-direct care that is different from the RN/ARNP role. Describe how your experience will help you adjust to this new role. | •Problem-solving skills<br>•Flexibility<br>•Adaptability | | | | |
| **PAGE SCORE:** | | | | | |

| Questions/Situations | Key Points | Scores Y the appropriate box | | | |
|---|---|---|---|---|---|
| | | -1 | 0 | +1 | +2 |
| 11. Give us an example of how you deal with conflict in the work environment. | •Conflict resolution skills <br> •Negotiation skills <br> •Flexibility | | | | |
| 12. This role often means handling many tasks at the same time. How do you prioritize your workload? | •Organizational Stewardship <br> •Flexibility <br> •Personal mastery | | | | |
| 13. You are now the Lead Care Coordinator of this innovative program. You need to educate other staff on what you are doing. What and how would you market about the program and who would you market to? | •Organizational Stewardship <br> •Communication <br> •Personal mastery <br> •Systems Thinking | | | | |
| Add the page totals, and write this total on the cover page. **TOTAL SCORE:** | | | | | |